

# Introduction to Outlook Web Access

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# Introduction to Microsoft Outlook Web Access

In this tutorial, we will discuss how to access Outlook using the web client. We will cover a number of the basic features used in creating, editing, sending, and receiving mail messages. We will also cover other features essential to managing your account. At the end of the tutorial, you will find reference pages for the various icons and buttons you will see in Outlook Web Access (OWA) [OutLook Icon page](#).

## Starting Outlook Web Access

The first time that you use the Outlook Web Access (OWA), you will need to type the following address into your web browser's address bar, then click Go.

<https://owae2k.state.mi.us/exchange/>

**Note:** You may want to save this link as a favorite on your browser. This will make accessing the account easier.

When the login window appears, enter your **domain login name** and **domain password**, then click **OK**.



**Note:** In some environments, it may be necessary to place the department identifier or Domain before the User Login name (e.g. **cis/username**, or **SOM/username**).

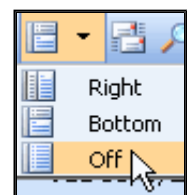
## Inbox

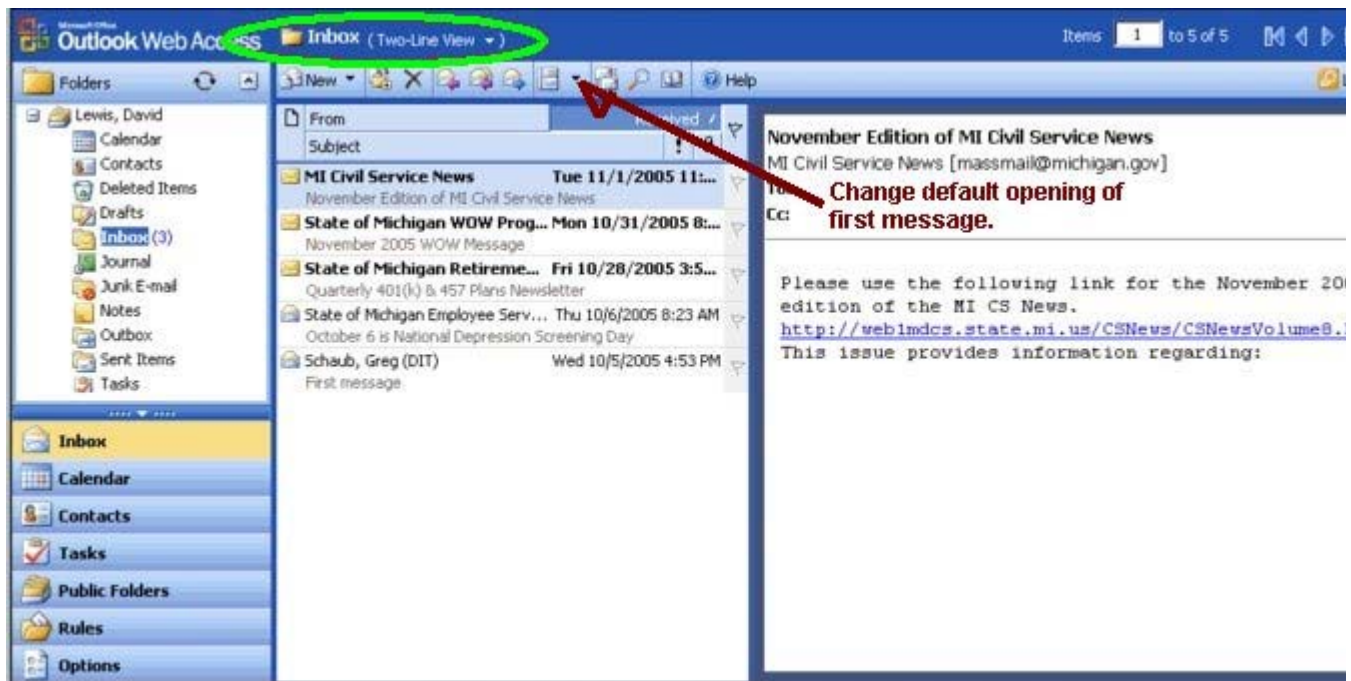
When Outlook appears, you see the Inbox. This is where mail items you receive will appear. The mail messages that you receive will be listed in chronological order. The default setting for OWA places a Reading Pane on the far right side of the screen. Configured in this manner, the first message in the Inbox Pane (center) will automatically open. This could present a security threat by automatically opening a message containing a virus. To keep this from happening, it is recommended that the Default setting be changed to **Off**.

To change this setting:

1. Click the drop down arrow next to the **Show/Hide Reading Pane** button.
2. Select **Off**.

**Note:** The Bottom selection moves the Reading Pane to the bottom of the screen. However, this will also open the first message in the Inbox list, creating the same security problem.





## Navigation Pane

The left side of the screen will display the Navigation Pane. Along with the Inbox, several other folders and buttons are displayed. These include Calendar, Contacts, Tasks, Public Folders, Rules, and Options. Not all of the folders have corresponding buttons. Some of the folders and function buttons work as independent features. We will cover these independent features later.

For the moment, click the Calendar folder (or Calendar button), the Calendar will appear on the right side of the screen. The same thing will happen when you click-on Contacts, Tasks, and so on.

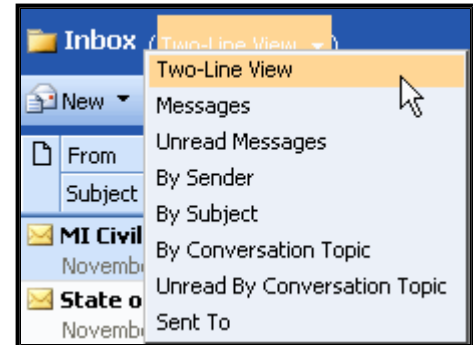
The arrow button shown on the top of this list will deflate the buttons list to a Menu bar across the bottom of the pane. This allows more room to view folders without scrolling



We will look into the other features available here later in the tutorial.

## Inbox Features

The Inbox folder holds all the messages received by the email account. These messages can be viewed or sorted in different ways by clicking **Two-line View** next to Inbox above the Tool Bar. The drop-down menu that appears will allow you to sort or filter messages.



## Tool Bar Buttons and Icons

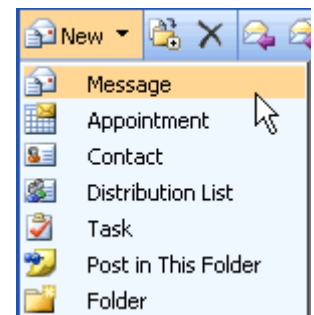


The buttons displayed along the Tool Bar are used to create and manage email messages, calendar entries, and other entries. Keep in mind that some of these features may disappear and new features appear depending on the folder that is selected in the Navigation Pane. They are represented by various icons. A complete list of the icons is available on the [OutLook Icon page](#).

## New

The **New** button is used to create new items in Outlook. The default function assigned to the New button is to create a new message.

Selecting the drop down button next to the New button provides the following selections.



- Message - Create a new message.
- Appointments - Create both personal and meetings messages.
- Contacts - Use to display and create contacts in your personal e-mail address book.
- Distribution List - Create and display Group mailing lists.
- Tasks - Personal tasks and reminders
- Post in This Folder - Allows the user to post a message (similar to Reminder Notes) into the Folder that is highlighted in the Navigation Pane.
- Folder - Manages the folders in the Navigation Pane.

**Move/Copy** Allows you to Move or Copy items to the various OutLook folders.



**Delete** Deletes items in OutLook. To delete an item, click to select the item, then click the Delete button.



**Reply, Reply to All, and Forward** Click the desired button, include the address as needed, and click Send.



**Check for New Messages** Checks the Inbox for new messages.



**Search** Allows you to search for messages by words included in From:, Sent to:, and the



Subject line of the email message.

**Address book**

There are several address books in Outlook. The two that you will most likely use are the Global (list of all state users) and Contacts (personal addresses) Address Books.



**Outlook Web Access Help**

There is some good information in this Help feature, but it is very limited.



## Viewing Received Items and Messages

Received email messages, appointments, and other items will be displayed in the Inbox.

### Viewing received items

To view an email message or item, double-click the item in the Inbox, and the item will appear in a new window.



### Additional features available within received email messages

After opening an email message, the features described above are available on the Message Toolbar. Several other features are also available.



**Print**

Used to print the open email.



**Create Rule**

Allows the user to create a rule based on the properties of the current message.



**Next and Previous**

Used to move to the next or the previous messages.



## Sending Email Messages

To create and send an email message, click



When the email message screen appears, enter the appropriate information:

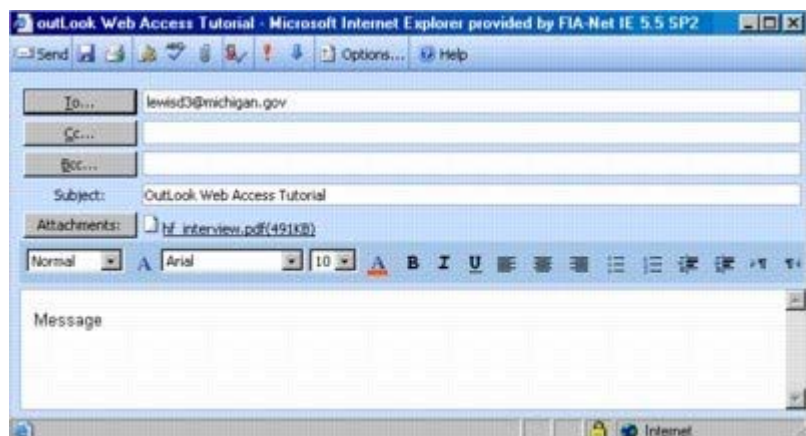
1. **To, CC, and/or BC**  
(Recipient's email address.)

**Note:** The Address book can be accessed by selecting the To, CC, or BC buttons. The Address Book will be covered later in this document.

2. **Subject:** - enter the subject (title) of the email.
3. Type your message in the main body of the screen.

**Note:** The buttons along the top of the main body area can be used to format your message.

4. Click **Send**.



### Features available in the New Message Screen

There are several other features available on the New Message Toolbar.



Save

Saves messages to the Drafts folder.



Print

Allows the Sender to print a message before it is sent.



Insert  
Signature

Inserts a personalized signature at the end of an email message. The Signature must be created before this feature can be used. To **create** the signature:

- a. Select the **Options** button under the Folders List.
- b. Click the **Edit Signature** button.
- c. Type in the signature.
- d. Click **Save and Close**.



Spelling

Runs a spell check feature.



New  
Attachment

Use this to attach a document or file to the email.



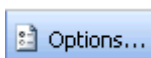
Check  
Names

Allows the sender to check the validity of the email addresses listed in the To:, CC:, and BC: before sending the message.



Importance  
High/Low

Allows the sender to set the Importance (priority) of the message to High or low. By default, the Importance is set to Normal.



Options

Also allows the sender to set the Importance of the message, the Confidentiality level, and tracking information.

## Address Book

The OWA has two email address books that can be accessed. The Global Address List searches the state's email address database. The Contact list is a personal list that you can build for your frequently used addresses. We will discuss the steps for building our Contacts list in a few paragraphs.

To use the Global list:

1. Click one of the buttons next to **To:**, **CC:**, or **BC:** fields.
2. The **Find names in:** field should show the **Global Address List**. If not, click the down arrow and select it.
3. Enter the name of the person you are looking for.

**Note:** Partial names are acceptable and can help you search for the correct name.

Name	Phone	Alias	Office
Lewis, Dan	269-657-5551	LewisDW	
Lewis, Daniel	231-347-8102	LewisDan	
Lewis, Darlene		LewisD2	
Lewis, Dave	517-636-6515	LewisD3	
Lewis, David	517-636-6515	lewisd3	Desktop Services; Integration & Imple

4. Click **Find**.
5. Locate and highlight the name in the list that appears.
6. Click one of the buttons at the bottom of the screen to add the name to your email.

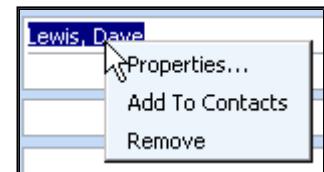
The Contact list is used in the same manner.

## Adding names to your Contact List

Names can be added to your Contact List from emails that you are sending or that you have received.

To add an address from a new email:

1. Manually add an address to your outgoing message. you can also use the Use the Global Address List.
2. Right-click the name you wish to add.
3. Select **Add To Contacts**.



Adding addresses from incoming mail is basically the same.

1. Right-click the name you wish to add.
2. Select **Add To Contacts**.



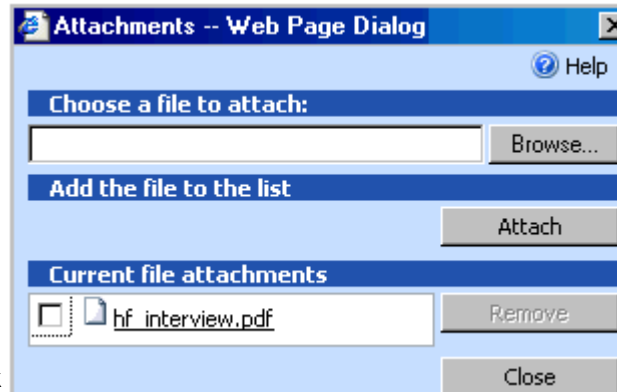
## Adding Attachments

**Note:** To add documents and/or files to an email:

- a. Select the **Attachments** button
- b. Browse to and select the file that you want to attach.
- c. Click **Attach | Close**.


Attached files will appear in the bottom window.

To remove attachments, place a check mark in the box next to the file name you want to remove and click **Remove**.



## Calendar

Your Calendar will display Appointments and Meetings. Microsoft defines Appointments and Meetings like this:


- Appointments - personal reminders you have scheduled for yourself.
- Meetings - appointments that you have been invited to, or that you have scheduled with other people. Meetings will be received in your Inbox as messages. They will however have a different icon.  To open a Meeting in your Inbox, double click the Meeting message.

## Viewing the Calendar

To view your calendar, click the **Calendar** icon  or the **Calendar** button



in the Navigation Pane.

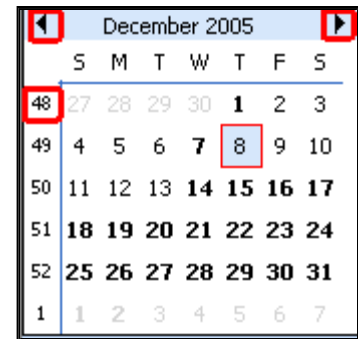
The Calendar can be viewed by the day, week, or month by selecting the appropriate button from the Tool Bar. 

## Viewing Appointments and Meetings

When the calendar view opens, the default is to display the present day. You will also see a small Month view in the top-right corner of screen. Use the forward and back arrows on the top corners of the Month view to change months. Click a date to view the appointments for a given day.



**Note:** If you see numbers along the left side of the small Month display, you can use them to change to a week view by selecting the number. If you do not see these numbers, access the Options feature in the Navigation Pane. Scroll to the Calendar options section. In the first week of the year field, select how you want the numbers to be displayed.



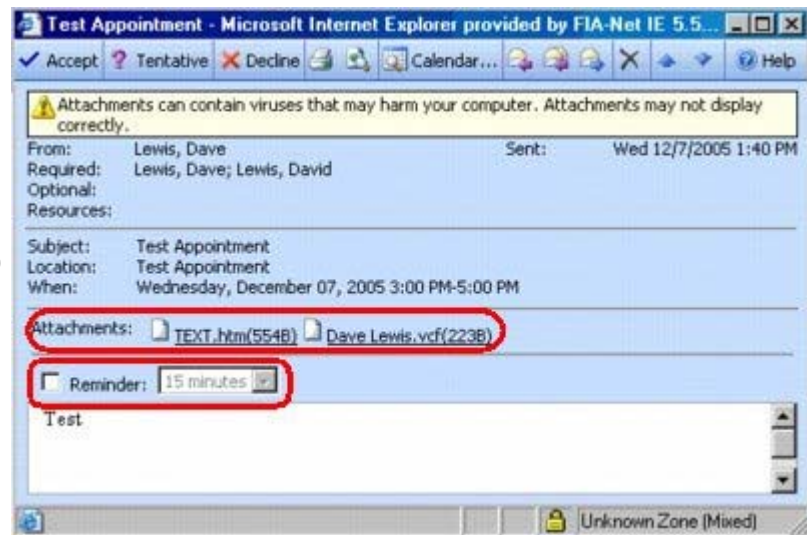
Meetings will have an icon displaying multiple figures 5:00 PM . (Appointments are labeled by text information only.)

Calendar Items with a reminder (alarm) set will appear with a bell icon .

## Working with a Meeting

Several new buttons are presented on the Appointment Tool Bar.

- **Accept** - accepts the appointment and places it on your calendar.
- **Tentative** - accepts appointments with reservations or with conditions and allows the user to enter comments. (e.g. I may attend if this other meeting does not run too long.)
- **Decline** - declines the appointment and allows the user to enter comments.
- **View As A Web Page** - views the page in HTML format.
- **Calendar** - allows for the review of the Calendar prior to Accepting or Declining.



Other features available include:

- **Reminder:** checkbox and a field for setting the amount of time the reminder (alarm) should appear prior to the appointment.
- **Attachments:** double click the attachment to open or right-click the attachment to save it to a disk.

**Note:** Take care when opening attachments, as they may contain viruses.

## Scheduling Meetings

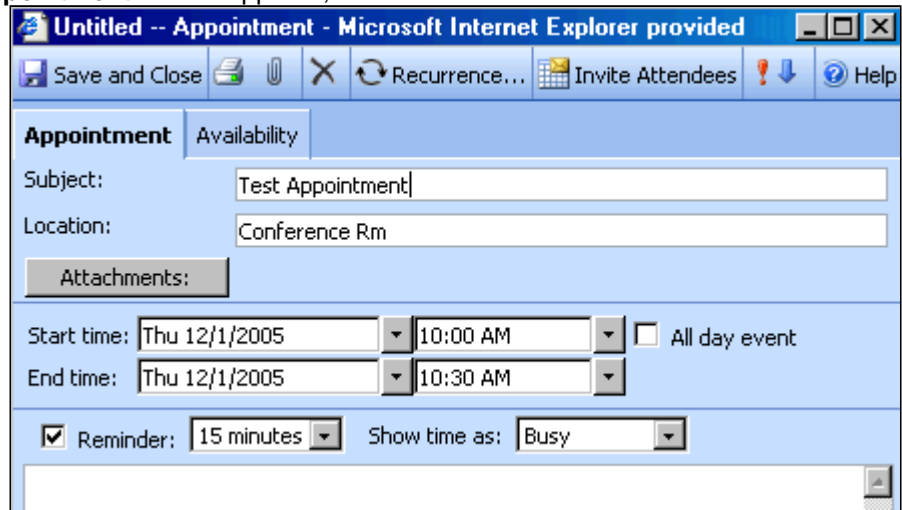
Meeting requests are appointments scheduled with multiple people. In the process of creating a meeting, you can check whether other attendees are busy, as long as they are using a state Exchange calendar. (This check process will **not** check GroupWise calendars.)

When the Calendar is first opened, the **New** button will default to the personal posted appointment. To create a Meeting:

1. Click the down arrow next to the the New button and select **Appointment**. (This will be clear in a minute.)
2. When the **Untitled - Appointment** screen appears, add or enter:

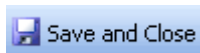


- a. **Subject:**
- b. **Location:**
- c. **Attachments:** button to add attachments.
- d. Click the **Start time:** and **End time:** down arrows to set the date and time (or place a check mark next to All day event.
- e. **Reminder:** place a check mark next to Reminder: and set the time to set an alarm.




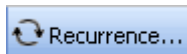
- f. **Show time as:** sets how the appointment will appear to other users.

The Appointment Tool Bar buttons provide the following features:

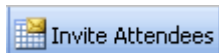


This will save the appointment to the Drafts folder as long as additional addresses have not been entered in the address fields.

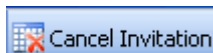
**Note:** Sometimes the Save button  will appear in place of this one.



Sets a recurrence interval for the appointment.



Used to invite other people to an appointment, which effectively turns your appointment into a **meeting** request. Can also be performed from the Availability tab. Another advantage of the Availability tab is that it shows the availability of the person at the same time. (Again, be aware that this check process will not check GroupWise calendars.)



appears when the Invite Attendees button is selected. Using this button will remove the attendees names for the meeting request.



Appears only after the Invite Attendees button is selected. Resolves all e-mail addresses added to the Meeting request. If Outlook Web Access doesn't recognize a recipient, the Check Names dialog box will open.



Send a meeting request.

## Reschedule a meeting

1. In Calendar, double-click the meeting you want to reschedule.
2. Make any necessary changes to the Required, Optional, Location, Start time, and End time boxes.
3. If there was a scheduling conflict with one or more attendees, click the Availability tab to view everyone's schedule. This will help you find a more convenient time.
4. On the toolbar, click Send Update.

**Note:** If you cancel a meeting, Outlook Web Access will ask if you want to notify attendees with a cancellation notice.

## Forward a meeting request

1. In Calendar, double-click the meeting.
2. In the meeting request form, click **Forward**.
3. In the To box, type the name of the recipient.
4. Click **Check Names** to resolve the name. If you don't know the recipient's name, click **To:** to look for the person in the Address Book or your Contacts folder.
5. Click **Send**.

## Create an Appointment

Appointments are personal commitments (like reminders) for yourself. Examples of appointments could include a reminder of a project deadline or personal appointment. To create an appointment:

1. In Calendar, on the toolbar, click **New**. (The default setting for the New button in Calendar is Appointment.)
- Note:** you can also create an appointment by clicking a time slot in a Calendar view.
2. Enter the appropriate information in the **Subject:**, **Location:**, **Start** and **End date:**, and the **Start** and **End time:** fields.
  3. In the **Show time as** list, choose how you want your schedule to appear for the duration of the appointment. (Busy, Free, Tentative, or Out of Office).
  4. If you want a reminder, place a check mark in the Reminder check box, then set the time.
  5. Enter any additional comments in the message body.
  6. Click **Save** and **Close**.

## Modify an appointment

To modify an Appointment follow the steps listed above for modifying a Meeting.

## Calendar Reminders

For Calendar reminders to work, **Enable reminders for Calendar items** must be selected on your Options page.

1. Click the **Options** button in the Navigation Pane.
2. Scroll to the **Reminder Options** section.
3. Place a check mark in the box next to **Enable reminders for Calendar items**. (You may also want to do the same for Tasks.)

**Note:** You can also set Outlook to play a sound (tone) when a reminder is due and the default time for all reminders. Calendar reminders work only on Appointments and Meetings stored in your Calendar folder. To view your reminders at any time, in Calendar, click View Reminders on the toolbar.

## Dismiss or snooze reminders

When the Reminder dialog box opens, it will display all Calendar items and tasks for which reminders aren't dismissed. Subject lists the name of the item, and Due In indicates how long until the item starts or is due. If the scheduled time for a meeting or appointment or the due date for a task is passed, the reminder indicates how long the item is overdue. Dismissing a reminder closes the reminder and ends all future reminders for the selected item.

To dismiss a reminder:

In the reminder, select one or more items, and then click **Dismiss**. To dismiss all items, click **Dismiss All**.

**Note:** To view the details of an item, select it, then click **Open Item**.

If you don't want to dismiss a reminder, you can set it to snooze. Snoozing closes the current reminder temporarily. After a period of time that you designate (the default is five minutes), the reminder opens again.

To set a reminder to snooze:

1. In the reminder, select the item you want to snooze.
2. Under **Click Snooze to be reminded again in**, use the drop-down list to specify when you want to receive another reminder.
3. Click Snooze.

## Out of Office Assistant

If you are going to be away from your office computer for a period of time, and you want to leave a courtesy message for folks to let them know that you will be away, you can use the Out of Office Assistant to do this.

To activate the Out of Office Assistant:

1. Click the **Options** button in the Navigation Pane. The Out of Office Assistant is at the top of the page.
2. Enter the message that you want others to receive when they send an e-mail message to you.
3. Click-in the radio button to the left of **I am currently out of the Office**.

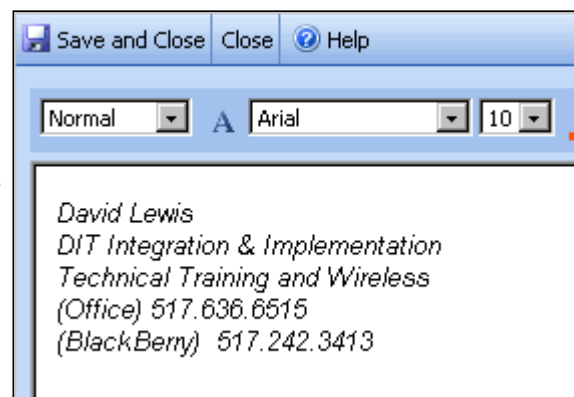
This message will be sent to each person the first time that they send you an e-mail message telling them that you are away from the office.

**Note:** When you return to your office, you will have to manually cancel the Out of Office Assistant.

## Auto-Signature

There is an Outlook 2003 feature which allows you to place a signature at the end of your e-mail messages.











1. Click the **Options** button in the Navigation Pane.
2. Scroll to the Messaging Options section.
3. Place a check mark next to **Automatically include my signature on outgoing messages**.
4. Click the **Edit Signature...** button and create your signature.
5. Click **Save and Close**.
6. Click **Save and Close**.





## OutLook Icons

OutLook uses many different icons to represent the different types of Message Items and Folders. They are also used to tell the user what has been done with the item. Listed below are the most common icons you will see.








### Tool Bar



	<b>New</b> - Depends on which folder you are in. <b>Note:</b> the drop down arrow provides access to other features (e.g. Message, Appointments, Contacts, ...)
	<b>Move / Copy</b>
	<b>Delete</b>
	<b>Reply / Reply to All</b>
	<b>Forward</b>
	<b>Show / Hide Reading Pane</b>
	<b>Check for New Messages</b>
	<b>Search</b>
	<b>Address Book/Contacts</b>
	<b>Log Off</b>

### Navigation Pane

	<b>Additional Mailboxes or Personal Folder stores</b>		<b>Journal</b>
	<b>Calendar</b>		<b>Junk E-mails</b>
	<b>Contacts</b>		<b>Notes</b>
	<b>Deleted Items</b>		<b>Outbox</b>
	<b>Drafts [3]</b>		<b>Sent Items</b>
	<b>Inbox (18)</b>		<b>Task</b>

### Inbox

	<b>Unread Message</b> (Text in Message list should be bold.)
	<b>Opened (read) Message</b> (Text in message list is no longer bold.)
	<b>Replied to message</b> (May include icons for signed and encrypted icons)
	<b>Forwarded message</b> (may include signed and encrypted icons)
	<b>High Importance Message</b> (may be combined with the attachment icon or have an exclamation mark in the importance column !)
	<b>Low Importance Message</b> (may be combined with the attachment icon or have the down arrow in the importance column ↓)
	<b>Has Attachment</b> (may be combined with an importance icon or have a paperclip in the attachment column)

	<b>Draft or Resend message icon.</b>
	<b>Post (IPM.Post) form</b>
	<b>Meeting Request</b>
	<b>Accepted Meeting</b>
	<b>Declined Meeting request</b>
	<b>Cancelled Meeting Request</b>
	<b>Tentative Acceptance</b>
	<b>Task Request</b>
	<b>Accepted Task</b>
	<b>Declined Task</b>

## Calendar



**Meeting request** icon used on Meeting Request forms.



**Declined Meeting request**



**Cancelled Meeting Request**



**Accepted Meeting Request**



**Tentative Acceptance** (or Propose New Time in Outlook 2003)

## Contacts



**Contact Form**



**Distribution list**

## Task



**Task form**



**Recurring Task**



**Assigned Task** (In Senders mailbox)



**Task Request** (In recipients mailbox)



**Accepted Task**



**Declined Task**



**Journaled Task**



**Journaled Task response or Task Request**